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## To: All Pharmacy Associations

### RE: Pharmacy Claim Problems Resolved

When the new Alabama Medicaid claims processing system was brought up February 25, many pharmacy claims denied due to reasons listed below. Please note the resolution of these issues:

- **Provider Number Not Found:** This issue was resolved at 11:15 a.m. February 25 and pharmacies should resubmit these claims.
- **No contract on file:** This issue was resolved at 1:00 p.m. February 25 and pharmacies should resubmit their claims.
- **Prescribing Physician License Number Not on File:** This is due to the receipt of an NPI number in the prescribing physician field, but EDS has no NPI on file for this provider. In this situation, providers should submit the license number of the prescribing physician.
- **Host processing error:** When Health Information Designs (HID) sent an approved new Prior Authorization to EDS to add to the Prior Authorization file, EDS experienced a problem with adding the prior authorization to the database in certain situations. This was resolved at noon February 25.

Please call 1-800-688-7989 if you have questions.